



Product Manual & User Guide

Version 0911

Thank you for choosing Bike Trac by Road Angel

Owning a motorcycle is a passion shared by over 1.5 million people in the UK - unfortunately due to their size and high re-sale value they are also a tempting target for thieves. Did you know that according to the latest research conducted by the Home Office Findings, over 26,000 motorcycles are being stolen every year? And 40% of them are never seen by their owners again!

Don't worry! Bike Trac is designed to put your mind at ease. Once fitted, it's like having your bike with you wherever you go – for your 'Peace of Mind'. A tracking system specifically designed for motorcycles, Bike Trac will alert you if your bike moves and you're not on it! Crucially however, the system doesn't just wake up when your bike is stolen – you can log into the online tracking system anytime, anywhere, to see where your bike is in 'real-time'.

This real-time online tracking also gives you the option to track your journeys – i.e. when you have disarmed the alert system, Bike Trac will continue to record your basic journey information so you can see where you've been, and how far you've travelled.

Here at Road Angel, we strive to bring you the very best road safety and security products, and believe Bike Trac is a valuable tool for you and the rest of the motorcycle community. We hope you enjoy using this product.

Regards,

Mark Thickbroom
CEO

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Quick Start Guide

1. Register your Bike Trac unit at www.roadangelgroup.com, or call 01327 855586
2. Make sure you fill in your details for the Secure Operating Centre
3. Name your Bike Trac unit
4. Enter your contact details, including the contact details of 2 friends or family
5. Upload an image of your choice, that will appear as the icon on your Bike Trac map

You're all set!

About Bike Trac

Bike Trac is an on-board motion detection device that monitors any unusual movement of your bike and, under the right circumstances, will wake up an on-board GPS receiver to check the current location. If your bike moves and you're not on it an SMS text message and/or an email is sent to you.

The messages will display the current GPS location of your bike so you can act quickly to recover your pride and joy. It also provides a journey tracking feature allowing you to view detailed information about your 'rides'.

Bike Trac is easily transferable between bikes. As the unit is registered to the rider and not the bike, and thanks to a simple 3-wire install, it can be transferred from one bike to another with ease and no complications.

Bike Trac is Thatcham Category 6 certified and suitable for any type of motorbikes. As Bike Trac has an internal battery that lasts up to 30 days, it is suitable for bikes without factory fitted batteries; such as off-road bikes. It can be installed using either 3 wire (Ignition, Live and Earth), or 2 wires (Live and Earth).

How does Bike Trac work?

Bike Trac combines GPS, GSM, GPRS, RF and movement technology to record and relay (in real time) its position to the Bike Trac central servers at pre-defined intervals. The information is then displayed to the subscriber via a secure online tracking portal in order for them to see where their bike is, and where it has been.

Should a bike fitted with Bike Trac be stolen, the owner will be notified by an SMS text message and/or email. A Secure Operating Centre will also be alerted, and will contact the owner by phone to confirm a theft has taken place. If it has, the call centre will work with the authorities to track and recover the stolen bike.

Journey Tracking

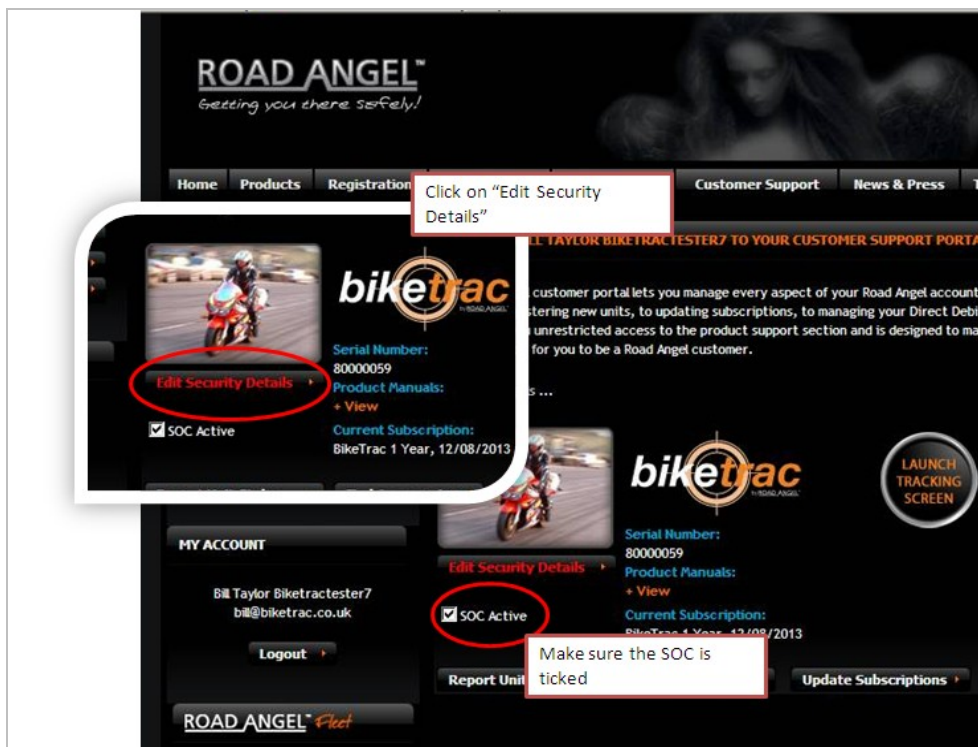
Bike Trac does not stop working when you deactivate it... when you go for a ride, Bike Trac will switch into 'journey' mode. Providing you have installed your Bike Trac unit using the ignition feed as well as earth and live feeds (please see 'Fitting & installation: a step-by-step guide'), when in journey mode Bike Trac will

frequently monitor your journey by 'speaking' with the Bike Trac servers at very short intervals. This means that when you get back home you can log onto your secure online Bike Trac portal and view breadcrumb trails of exactly where you have been (dots representing each time your Bike Trac unit communicated with the Bike Trac computer servers - which is set to every 60 seconds).

You can also generate reports on how many miles you have travelled and (approximate) speeds. Please note that the speed history can be turned off and never recorded.

Secure Operating Centre (S.O.C)

The Secure Operating Centre is a team working around the clock in readiness to respond to any alerts to stolen bikes. As well as an alert being sent to you and your chosen contacts if a theft occurs, the Secure Operating Centre will also receive an alert and contact you to confirm that your bike has been stolen. After you have acquired a Crime Reference Number, or Incident Report Number from the Police, the call centre will then contact the Police to initiate a search and recovery. The contact number for the SOC is 0845 2505969.



ROAD ANGEL™
Getting you there, safely!

Home Products Registration Subscriptions Where to Buy Customer Support News & Press Tracking SEARCH

ACTIONS

- My account home
- Manage account details
- Manage subscriptions
- Manage Direct Debits
- Register a new unit
- Buy online
- Go to product support
- Warranty Information

MY ACCOUNT

Bill Taylor Biketracter7
b@biketrac.co.uk

Logout

ROAD ANGEL™ Fleet

Do you look after a fleet of vehicles and need a reliable, cost-effective tracking solution?

Visit Road Angel Fleet

SECURITY INFORMATION FOR DEVICE

Serial Number: 80000059

SECURITY DETAILS

Customer Details

Title: Mr.
First Name: Bill Taylor
Last Name: Biketracter7
Address: Clark House, Silverstone Circuit Technology Park
Town: Silverstone
County: Northants
Post Code: NN12 8UP

Vehicle Details

Colour:
Make:
Model:
VIN No:
Engine No:
Reg No:

SUBSCRIPTION

Some 2.1 million drivers were caught by fixed safety cameras in 2005, often on routes they drive every day!

DON'T END UP BEING THE NEXT STATISTIC

Renew now

TECHNICAL SUPPORT

You can get technical support 24hrs 365 days a year using our online support website.

When you have clicked "Edit Security Details" you will get the page which will already have some of your details populated. Please click on "Edit Details" below..

Key Holders

Name: Bill Taylor Biketracter7
Daily Phone: 01327 855586
Evening Phone:
Mobile Phone:

Security Question Prompt Question Answer

Edit Details Return to Account Home

Home Products Registration Subscriptions Where to Buy Customer Support News & Press Tracking SEARCH

ACTIONS

- My account home
- Manage account details
- Manage subscriptions
- Manage Direct Debits
- Register a new unit
- Buy online
- Go to product support
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First Name: Bill Taylor
Last Name: Biketracter7
Address: Clark House, Silverstone Circuit Technology Park
Town: Silverstone
County: Northants
Post Code: NN12 8UP

Vehicle Details

Colour: []
Make: []
Model: []
VIN No: []
Engine No: []

Key Holders

Name	Mobile No.	Day Tel No.	Evening Tel No.
1 Bill Taylor Biketracter7		01327 855586	
2 []			
3 []			

Security Questions

Prompt Question Answer

Save Details Cancel Edit

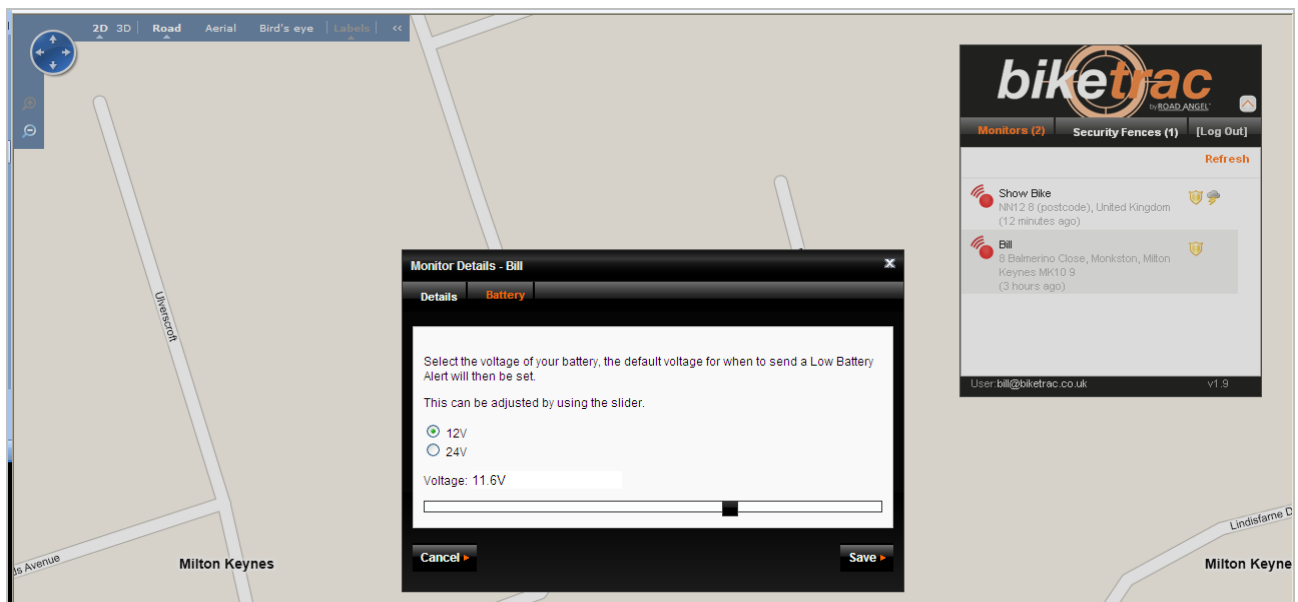
This page is where you fill in the details that will be used by the SOC should they be involved with recovering your vehicle in partnership with the Police. Without this form being completed the SOC/Police can not proceed with the recovery of your vehicle.

Please try and give more than one contact and make sure the other contacts know the answer to your security question.

Don't Forget to click on "Save Details" at the end.

Low Battery Alerts

Bike Trac will also alert you if your bikes battery drops below a certain voltage. You can set the voltage level for which the unit will send you an alert, between 10.8 volts and 12 volts, its default setting is 11.6v. If your bikes battery does drop below the level you set, the unit will also stop taking charge from the bikes battery, until the voltage level is restored. It's not possible for Bike Trac to drain your bikes battery. Please note that the Secure Operating Centre do not receive these alerts.



Bike Down

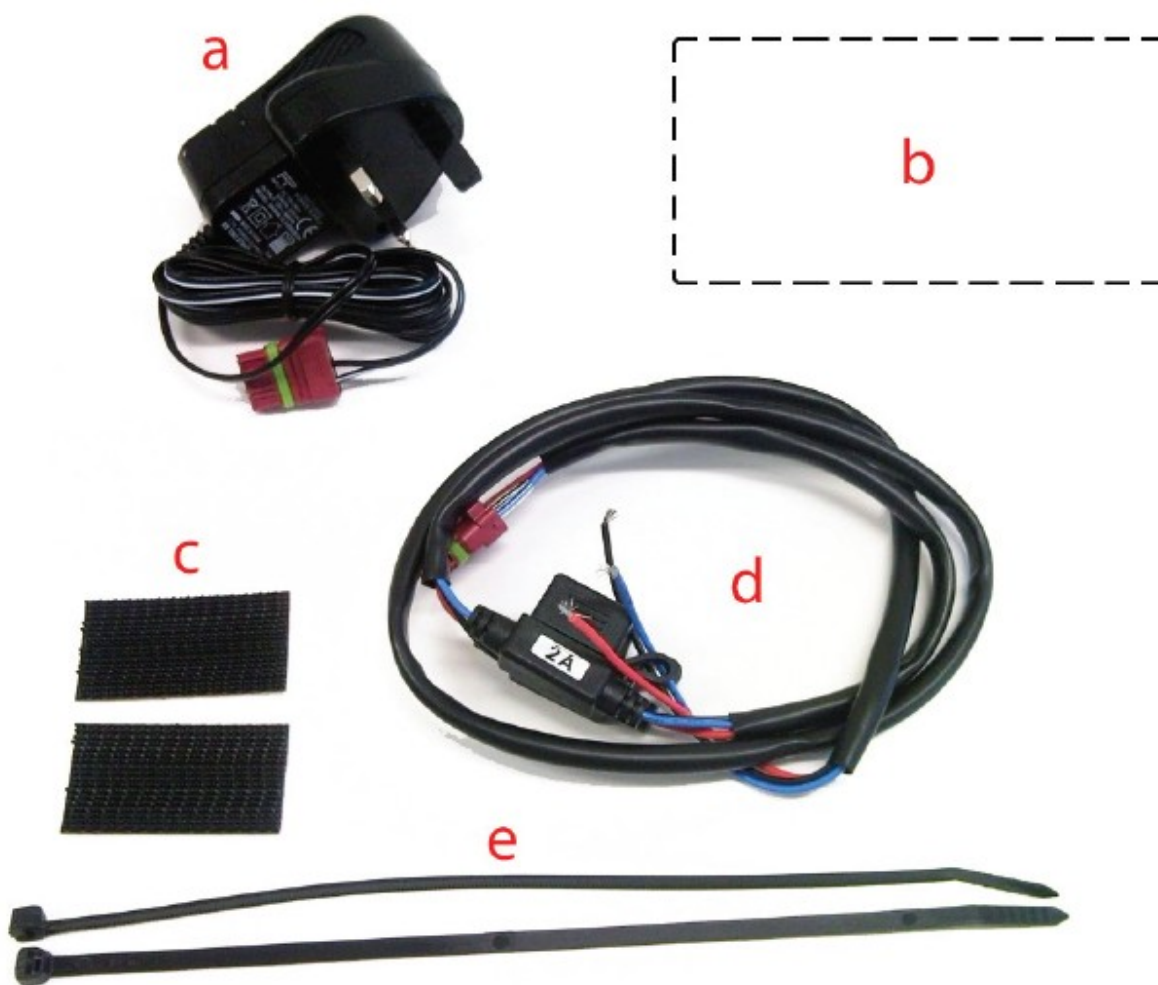
Bike Down is a feature where your chosen family and friends will receive an alert should your bike tilt to greater than 80 degrees while the ignition is on for 20 seconds - indicating that you have been involved in an incident. This can be reset by turning your ignition off. Please note that you can also turn this feature off should you deem it unnecessary. Once again the Secure Operating Centre do not receive these alerts, only the chosen contacts you have set-up on your Bike Trac portal (please see 'Bike Trac Portal User Guide').

Technical Specifications

- Size: 66mm x 33mm x 15mm. Weight: 124g
- GPRS communication for alerts and configuration with, GSM SMS fallback. Quad-band GSM/GPRS for worldwide deployment – 850/900/1800/1900Mhz
- Latest ultra-sensitive Assisted GPS receiver
- RF Beacon for localised detection
- Accelerometer for movement detection
- Internal 1100mAh battery for long life operation (5 to 8 milliamp draw)
- Alerts by SMS text message and/or email if the internal battery is low, or if the unit is disconnected

Box contents

The following items should be included within the box. Please contact Road Angel on 01327 855586 if you are missing any of these items.



a = 1 x Mains Charger

b = 1 x Bike Trac unit (deliberately obscured)

c = 2 x Lock Grip

d = 1 x Wiring Loom

e = 2 x Cable Ties

Also included are a quick start guide and an installation certificate, which are not shown in the above diagram.

Information Card

You should also have an information card located under the lid of the box. You should keep this card with you at all times (i.e. in your wallet), as it explains how to arm & disarm your Bike Trac unit if installed using only 2 wires, and also what to do if you receive an alert.

Warranty

Your Bike Trac unit is guaranteed for one year from the date of purchase from all manufacturing defects that occur with normal use. Road Angel Group Ltd is not liable for any incidental or consequential damages from the use, misuse, or mounting, installation of your Bike Trac unit.

Terms & Conditions of Warranty:

1. Bike Trac must be fitted by a professional automotive electrician with Thatcham or manufacturers accreditation. Problems arising from faulty installations are not covered under warranty.
2. Units that are out of warranty will be subject to a repair fee, which can vary.
3. The warranty form (downloadable via www.roadangelgroup.com) must accompany all product returns.
4. When returning units please ensure that only the unit is returned. Please call Road Angel Group customer service team on 01327 855586 before sending units back.
5. All units returned must be sent back via traceable means with adequate insurance. Road Angel Group cannot be held responsible for any missing units that have not been returned in this way.
6. If the repair centre is unable to repair the unit, then it will be replaced under the terms of the warranty.
7. For all units out of warranty, customers will be contacted prior to any repair being carried out to advise what the problem is and how much it will cost to repair.
8. For out of warranty units, the cost of repairs will vary (excluding postage & packaging) dependant on the level of work required.

If your unit fails to perform as specified in this user manual, please visit www.roadangelgroup.com/warranty.aspx.

Battery power & recharging

Your Bike Trac unit has a small internal battery that (if fully charged) will last for up to 30 days, without it being connected to a power supply (i.e. your bike's battery). This is suitable for short term use and only when the bike is not being used and the unit is 'armed'. If Bike Trac is used in 'Journey Mode' without it being connected to a power supply, the charge in the battery will decrease at an accelerated rate, and will only last for a few days at best.

When connected to your bike's battery / power supply; with the ignition off, the Bike Trac unit will effectively 'sleep' and wake every 4 hours to send its location details to the central computer server. It does not take a constant draw from your bike battery, unless the internal battery of the Bike Trac unit drops by 15%; in which case it will draw 3 to 8 milliamps to top up its charge, and then stop. This should not affect the operation or charge of your bike's battery, providing the battery is in correct working order.

If the charge in the internal battery is low, you will receive an alert by email and/or SMS text message. This is to advise that the Bike Trac battery charge is low and may require charging (please note if your Bike Trac subscription is not valid you will not receive low battery warnings). Should the bike's battery be disconnected this will generate an alert text/email to notify you.

When you first take your Bike Trac unit out of the box, you must charge it using the mains charger provided in the box, for a minimum of 2 hours. This will ensure there is enough charge in the unit's battery when you come to install it onto your bike, and setup your tracking portal.

Subscriptions explained

In order for Bike Trac to work, you need to pay an ongoing subscription to cover the cost of data transfers between your Bike Trac unit and the Bike Trac computer servers. The unit has a built in SIM card as well as a GPS receiver in order for it to be tracked effectively, and when the unit 'talks' to the computer servers to update its location on the Bike Trac system, a cost is incurred with the network provider. Your Bike Trac unit can 'speak' to the Bike Trac computer servers hundreds and even thousands of times every month. Purchasing options are as follows:

Annually up-front for:

- 1 Year - £99.99 inc vat
- 2 Year - £179.99 inc vat
- 3 Year - £229.99 inc vat

You can purchase subscriptions online via our website at www.roadangelgroup.com, or call us on 01327 855586. Please see 'Fitting & Installation: a step-by-step guide' for more information.

Please Note: It is very important you have an up-to-date subscription otherwise your Bike Trac unit will not alert you if your bike is stolen, and you will not be able to access your Bike Trac portal. All historical journey information will also be lost should you let your subscriptions lapse. You will receive reminder notifications from Road Angel shortly before your subscription expires.

Advice on fitting the Bike Trac unit to your bike

Please Note: Bike Trac must be fitted by a professional automotive electrician with a Thatcham or manufacturers accreditation. The following instructions are to guide qualified installers in fitting the Bike Trac unit.

Please take your time in positioning and securing the unit, as this is vital to ensure its proper operation. It is up to the installer of the Bike Trac unit to position the unit where they see fit, however in order for the unit to obtain maximum GPS signal please do not position the unit under any metal objects (such as the fuel tank). Even if the fuel tank is plastic, the fuel can still obstruct the GPS signal. We cannot suggest the most appropriate location on the bike to fit the unit as the structure of different bikes vary greatly, and our recommendations may also give your Bike Trac's position away to potential thieves. It does not matter if the positioning of the unit is not flat, at an angle or its side is ok, as long it can see the sky.

The Bike Trac unit should be secured with the top facing as much to the sky as is possible, and can be fastened with cable ties or Velcro pads, if you do use the Velcro fasteners please make sure the contact surface is clean and free from dust. Once again this is up to the individual owner. Please also ensure that you have secured the wires / wiring loom correctly. You can use cable tie fasteners (as provided in the box), The loom provided in the box is two meters long, thus giving you enough flexibility to fit the unit anywhere on your bike. Please ensure however that you connect the wires to the appropriate feeds.

For a step by step guide on fitting and installing your Bike Trac unit, please see 'Fitting & installation: a step-by-step guide'.

Please note that the Bike Trac is waterproof. The wiring looms also have a 2 amp fuse, to protect from power surges.

Fitting and installation: a step-by-step guide

Please Note: Bike Trac must be fitted by a professional automotive electrician with a Thatcham or manufacturers accreditation. The following instructions are to guide qualified installers in fitting the Bike Trac unit.

Step 1

Remove Bike Trac unit from packaging. You must charge the unit prior to installation using the mains charger provided, for a minimum of 2 hours. This will help ensure the installation process is conducted without any problems.

Step 2

Remove the Bike Trac information card from the box (located under the lid) and keep it to hand, as you will need it at a later stage. After the install is complete, please ensure this card is given to the customer for them to keep in a safe place, as it explains how to arm and disarm their Bike Trac unit, as well as what to do if they get an alert.

Step 3

1. Install wiring loom onto bike
2. Connect the Live (red) wire to a live power feed
3. Connect the Earth (black) wire to an Earth source
4. Connect the Ignition (blue) wire to an ignition feed. Please note that you do not have to connect this wire however it is recommended as it will enable Bike Trac to be armed and disarmed by using the ignition. Otherwise you will have to arm and disarm Bike Trac by sending an SMS text message. You also need to have the ignition feed connected if you wish to use see breadcrumb trails of where you've been – as part of the journey tracking feature.
5. Position the Bike Trac unit in a hidden place on your bike. We advise you not to place the unit under any metal surfaces as this will impede the ability of the unit to acquire a GPS signal. Once you have attached the unit, plug in the wiring loom. (Do not share the location of the unit if known)
6. To ensure the unit is working correctly and 'talking' to the Bike Trac computer servers, please log onto <http://install.biketrac.co.uk> and follow the prompts. This is an installation wizard that will ensure the Bike Trac unit is functioning correctly, and allow you to set up the operating settings, including the number of wires used for install (0, 2 or 3).

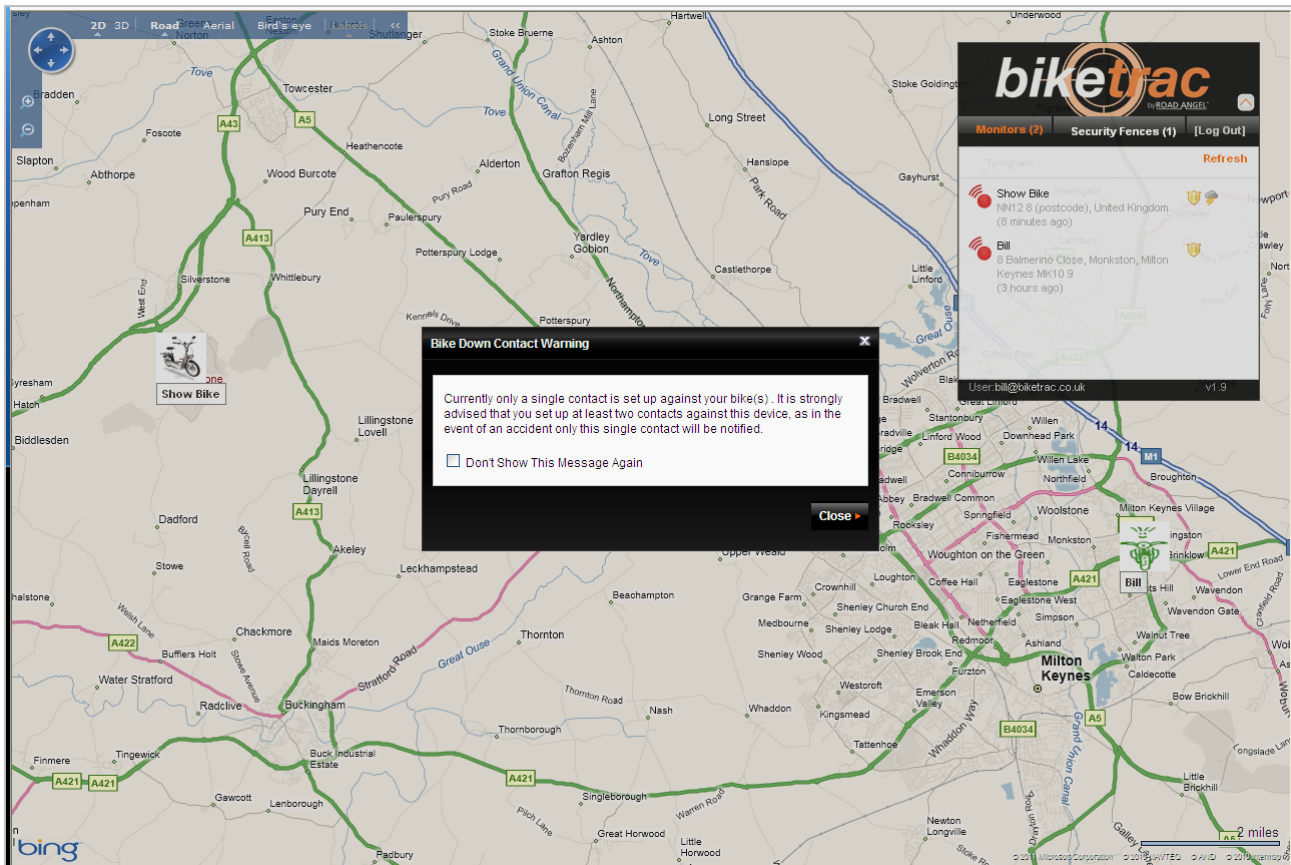
Step 4

The Bike Trac customer must now register the unit with Road Angel, via our website at www.roadangelgroup.com. They need to click on 'Registration' on the top menu bar and follow the prompts. By registering with us, this will enable the customer to manage all aspects of their Road Angel account, including adding or amending subscriptions for their Bike Trac product, and will also set-up their

Bike Trac (tracking) portal at the same time. The customer must have their Bike Trac information card to hand, as they will need it throughout this process.

Once set-up, the customer can access their Bike Trac portal via their account homepage, where it says 'Launch tracking portal'.

Please make sure your security details are filled in as outlined in 'Secure Operating Centre' above, and that you have given the unit's name, and that you have entered the names of at least two other contacts to receive alerts. If only one contact (i.e. you) has been entered into the system, you will get a Warning message to prompt you to enter additional contacts.



That's it – you're done! For an in-depth overview of how to use your Bike Trac portal, please see Bike Trac portal user guide'.

Arming & disarming Bike Trac

If you have installed your Bike Trac unit using only Live and Earth feeds (and not ignition – as outlined below) then you will only be able to arm and disarm your Bike Trac unit using an SMS text message, or from your Bike Trac portal. The system will only recognise your SMS text message if it is sent from the mobile phone number of the primary contact as set-up on your Bike Trac portal (please see figure 1.2) .

Arming Bike Trac

3-wire install: If you install the Bike Trac unit onto your bike using a 3 wire install (recommended) the system will automatically alarm itself when ignition is switched off.

0 and 2-wire install: If you have installed the Bike Trac unit with only the 'live' and 'earth' connections, you will need to activate the system by texting "arm" followed by a space, then the name you have given your bike (via your Bike Trac portal) to '07817 814 206'. Please make sure you send the text message from the mobile phone number you have saved as the primary mobile phone contact number on your Bike Trac portal. Please see Figure 0.1 for an example.

Disarming Bike Trac

3-wire install: If you installed the Bike Trac unit onto your bike using a 3 wire install (recommended) the system will automatically disarm itself when ignition is switched **on**.

0 and 2-wire install: If you have installed the Bike Trac unit with only the 'live' and 'earth' connections, you will need to deactivate the system by texting "disarm" followed by a space, then the name you have given your bike (via your Bike Trac portal) to '07817 814 206'. Please make sure you send the text message from the mobile phone number you have saved as the primary mobile phone contact number on your Bike Trac portal. Please see Figure 0.2 for an example.

Note - 0 wires is used if you have no power lead attached at all, this will need charging using the mains supply supplied.

Transportation Mode

Should you wish to transport your bike in a Van / Train / Ferry and your unit is a 3 wire install, simply text your device – "disarm" followed by a space followed by the name you have given the unit. To re-arm the unit, turn on the ignition, count to 5 then turn off the ignition.



Figure 0.1

Arming Bike Trac by SMS text message



Figure 0.2

Disarming Bike Trac by SMS text message

What to do if your bike gets stolen

If you get an alert by SMS text message and/or email immediately check that your bike has been stolen, either by logging into your Bike Trac portal or by physically checking its location. A Secure Operating Centre will also be alerted, and will contact you by phone to confirm a theft has taken place. If it has, the call centre will work with the authorities to track and recover the stolen bike. If it has been stolen, please contact your local Police, report the crime, and obtain a Crime Reference Number or Incident Number. Please do not contact Road Angel Group as we do not offer any recovery service. Road Angel Group will also not be held liable for any bike that is stolen. Please refer to our terms and conditions for more details.

You will then need to call the Secure Operating Centre on 08452 505 969, and quote the reference number you have obtained. This is vitally important as the call centre will be unable to progress with the recovery until they have a reference number from the Police. The call centre will then work with the authorities to track and recover your stolen bike.

Quick Step Guide

1. Check that your bike has been stolen
2. Receive call from the S.O.C (only if the tick box is ticked – please refer to Security Operating Centre Above)
3. If it has, immediately contact the nearest local Police station and obtain a Crime Reference Number or Incident Number
4. Contact the Secure Operating Centre on 08452 505 969, quoting the reference number

Please do not contact Road Angel Group as we do not provide any recovery services.

Bike Trac portal user guide

The Bike Trac portal is your own secure, online system to track the movements of your bike. You can login at anytime night or day and see where your bike is in real time.

As you will (hopefully) not have a great need to track a stolen bike, we have extended the journey tracking features to work when you are riding on a normal journey. Bike Trac will record where you have travelled, how many miles you have covered and the approximate speeds at which you were going (which can be turned off). This user guide will outline how to use the various features available on your Bike Trac portal, from updating your contact information, to viewing your journeys, to adding multiple bikes on the same portal. Figure 1.0 is a graphical overview of what the Bike Trac portal looks like.

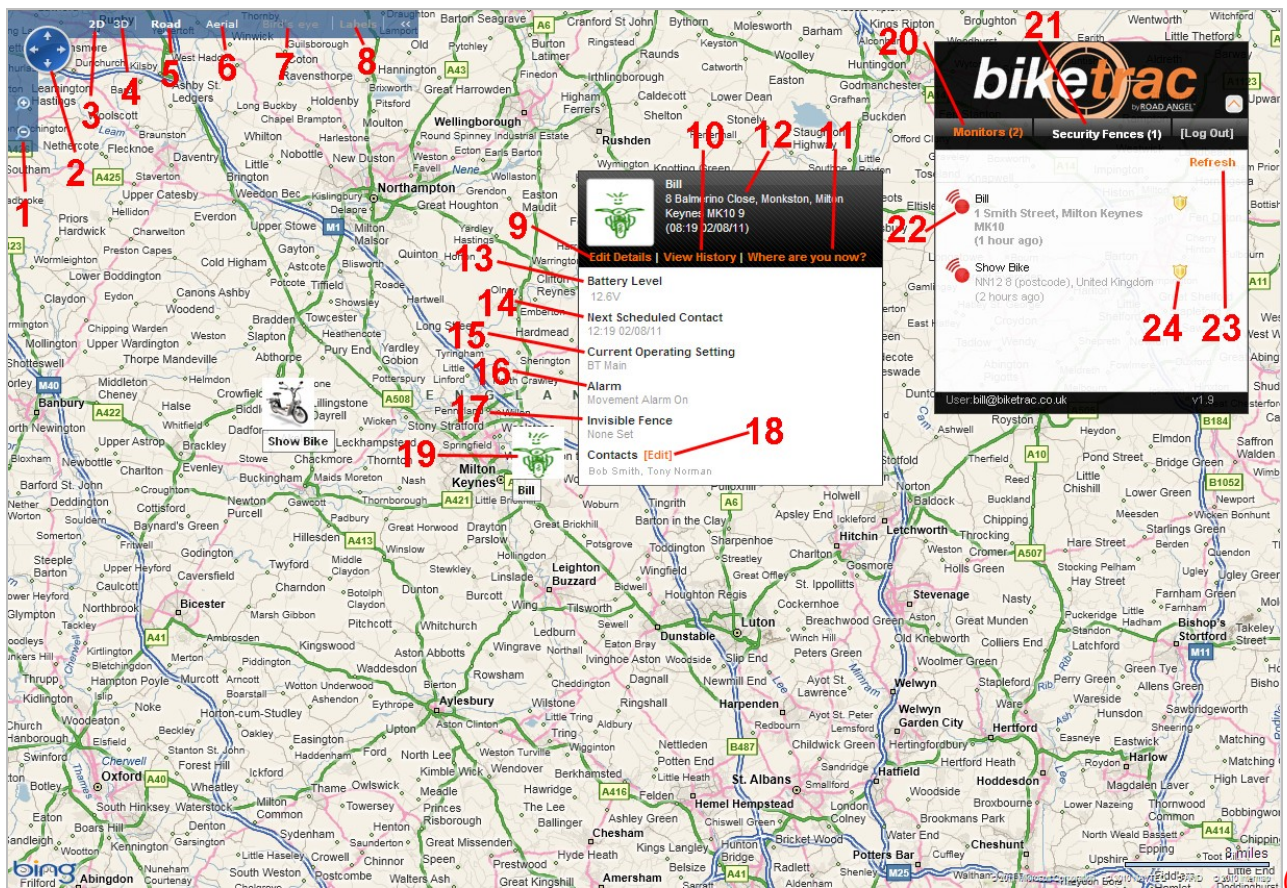


image of No GPS and alarm bell and note below)

Overview of the Bike Trac portal (Please refer to Figure 1.0)

1. Zoom in and out of map
2. Allows to you 'pan' (move) the map in any direction
3. Change the map to a 2 dimensional view
4. Change the map to a 3 dimensional view (where available – Requires a Microsoft software download. Simply click on '3D' and this will start the download process)
5. Change the map view to 'Road' view
6. Change the map view to 'Aerial' (or satellite) view
7. Change the map view to 'Bird's Eye view (not available in all areas)
8. Add or remove road names and other labels that are overlaid on the map
9. Allows you to edit the details of your bike on the system, as well as allowing you to change the method by which you arm and disarm your Bike Trac unit (i.e. by movement or Geo-fence). This also allows the user to edit the name of their bike (which is the name you use if you are arming and disarming your Bike Trac unit(s) via text message, **if no ignition feed has been used**), and upload a picture icon to represent their bike. You can also turn off features such as speed recording and Bike Down, and set your low battery alert settings.
10. Allows you to view your historic journeys for up to 3 months prior to the current date
11. Allows you to refresh the location of your bike on the map. As the Bike Trac unit updates its position only once every 4 hours if left in 'armed' mode (and it hasn't moved), you may wish to refresh its location for your peace of mind
12. Displays the details of your bike and last known address (i.e. when Bike Trac last updated its location)
13. Displays the charge level of the motorbikes battery

14. Displays the next scheduled contact that your Bike Trac will make with the Bike Trac servers (this is in order to update its position and offers peace of mind that the unit is working).
15. Displays the current operating setting of your Bike Trac unit. I.e. armed, disarmed etc.
16. Displays the alarm activation setting. I.e. the trigger you have chosen for Bike Trac to alarm – Movement or Security Fence
17. Allows you to change the Security Fence settings (only available on 2 wire install). Security fence is the area you set that if your bike moves outside of this 'area', the system will alert you that your bike has been stolen (Recommended is Movement. 15 seconds of continuous movement)
18. Allows you to add or edit those people who will receive an alert (by email or SMS text message) if your Bike Trac system is triggered (maximum of three contacts for SMS alerts)
19. Indicates your bike's position on the map. Hover over this icon to display Bike Trac options for that bike
20. Indicates the number of bikes being monitored on your Bike Trac portal
21. Indicates the number of pre-defined Security Fences you have set-up (i.e. work, home etc). These can be added, deleted or edited as outlined under number 17 above (only available on 2 wire install)
22. This icon indicates if your bike's ignition is on or off. Green indicates on, red indicates off. For 2 wire installations, this icon will stay green permanently
23. Allows you to refresh your bike(s) status on the system. This refreshes automatically every 2-3 minutes
24. This indicates if your Bike Trac unit is armed or disarmed. This icon will change to a bell shape if the alarm for that bike has been activated and the bike is now in 'tracking' mode
25. Small thunder cloud with bolt of lighting means that the unit does not have GPS at that point, could be the bike is in a garage or underground car park.
26. If an Alarm Bell has appeared in replace of the Shield, the unit is in alert mode

Logging in to your Bike Trac Portal

To log into your Bike Trac tracking portal, go to www.roadangelgroup.com. Please follow the prompts to either login or register your Bike Trac product. Figure 1.1 shows the Road Angel Group website (www.roadangelgroup.com) homepage, with the account login to the bottom left.

Once you have successfully logged-in or registered, you will be directed to your account homepage. On your account homepage details of your Bike Trac product will be shown, including a link to 'launch tracking portal'. Click on this link and this will open up your Bike Trac portal.

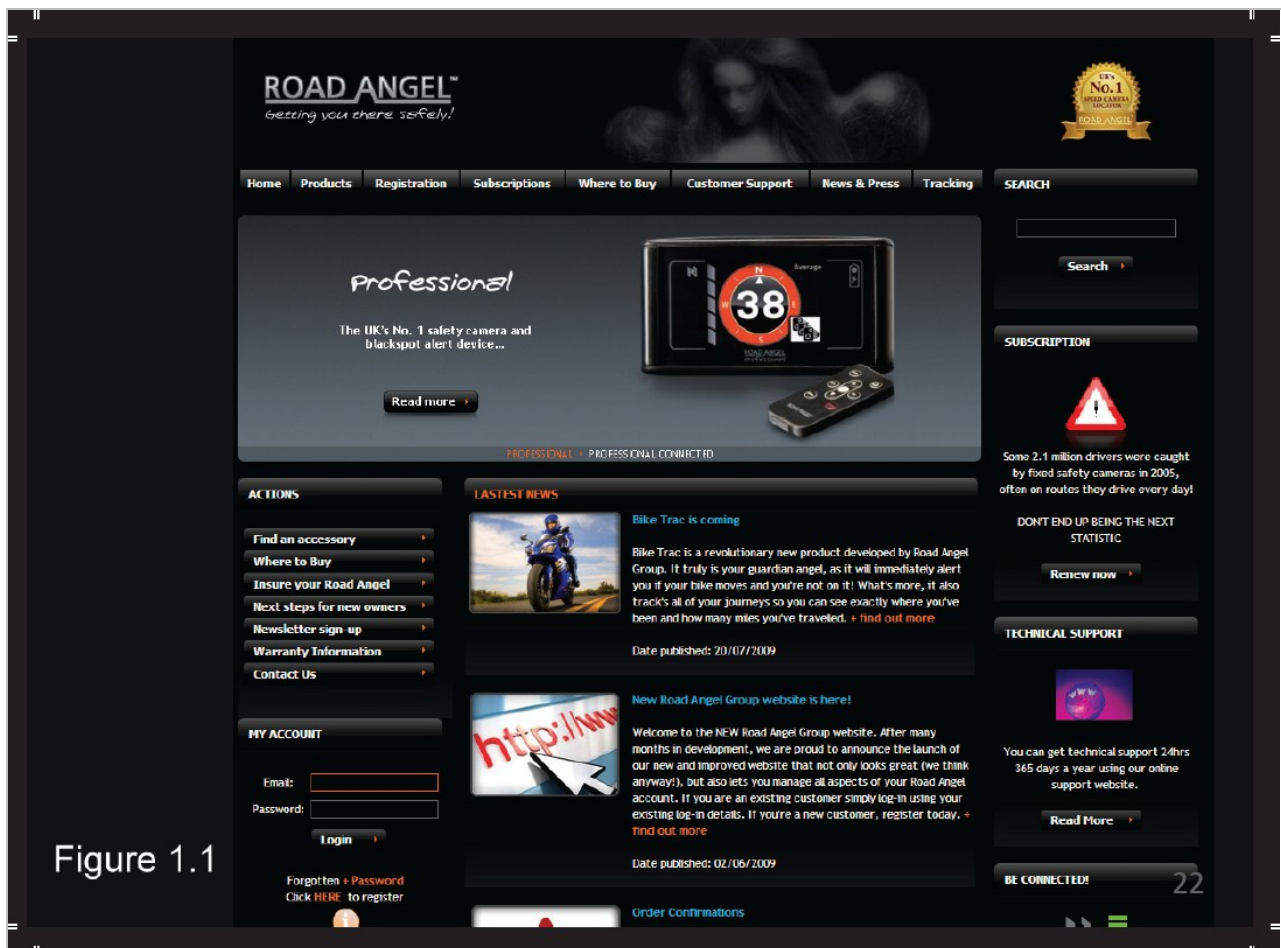


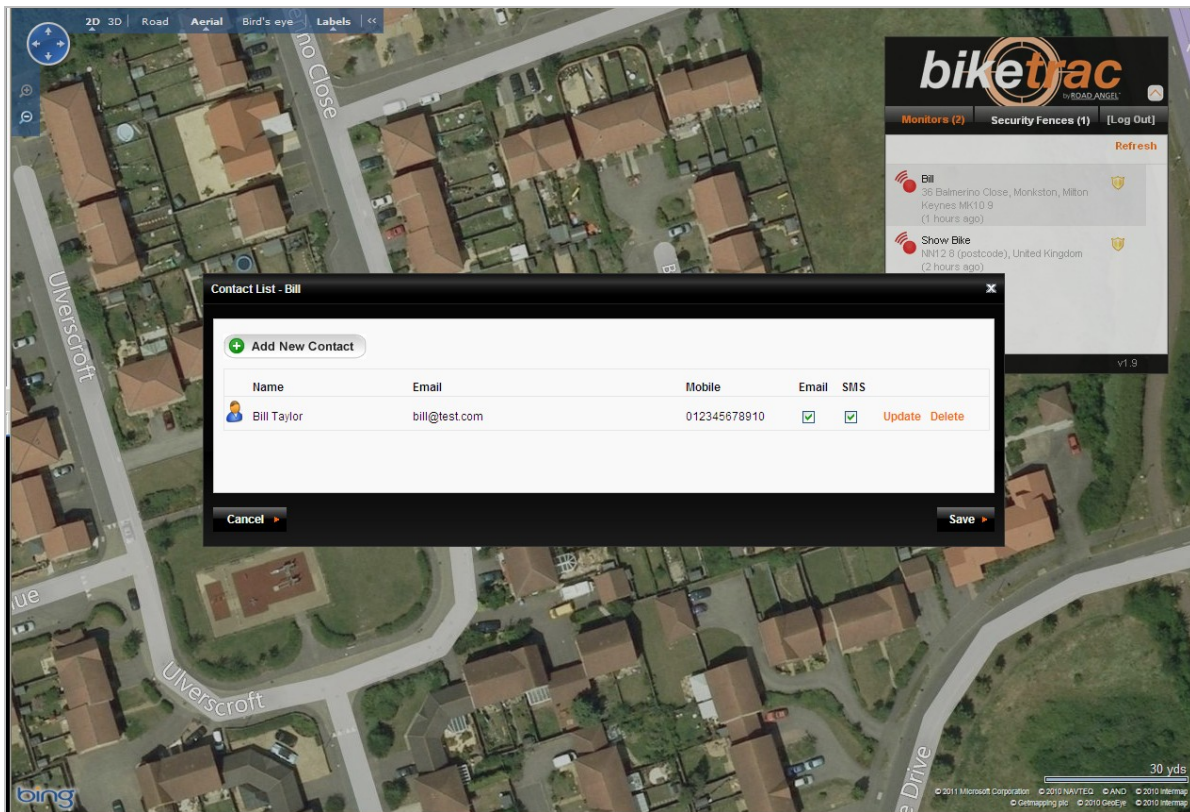
Figure 1.1

Viewing & updating your contact details

It is vital that you have the correct contact details saved in your Bike Trac portal, as these details will be used to send you an alert if your bike is stolen. It is important that you also have the contact details of at least one other person, in case the main contact is out of contact should an alert be triggered.

Once you have successfully logged into your Bike Trac portal, you will be presented with a map that covers the whole screen. On the map there will be an icon representing your bike – hover your mouse cursor over this icon to bring up the information box for that bike.

Click on 'Edit' beside the 'Contacts' heading (number 18 as outlined on the Bike Trac portal overview above). This will launch a pop-up that will let you add, delete and edit your contact details (you can also have more than one contact). You also have the option here of choosing how you would like to be alerted if your Bike Trac system is triggered (SMS text message, email or both). Figure 1.2 shows the Contact List pop-up.



Changed your contact details?

Please make sure you update them on your Bike Trac portal! Please make sure that if you change your mobile phone number (and it is listed as the main mobile contact number on your Bike Trac portal) that you change it on your Bike Trac portal; otherwise you will not be able to arm or disarm Bike Trac or receive SMS text alerts. Please also ensure your email address is up-to-date, otherwise you will not receive alerts by email.

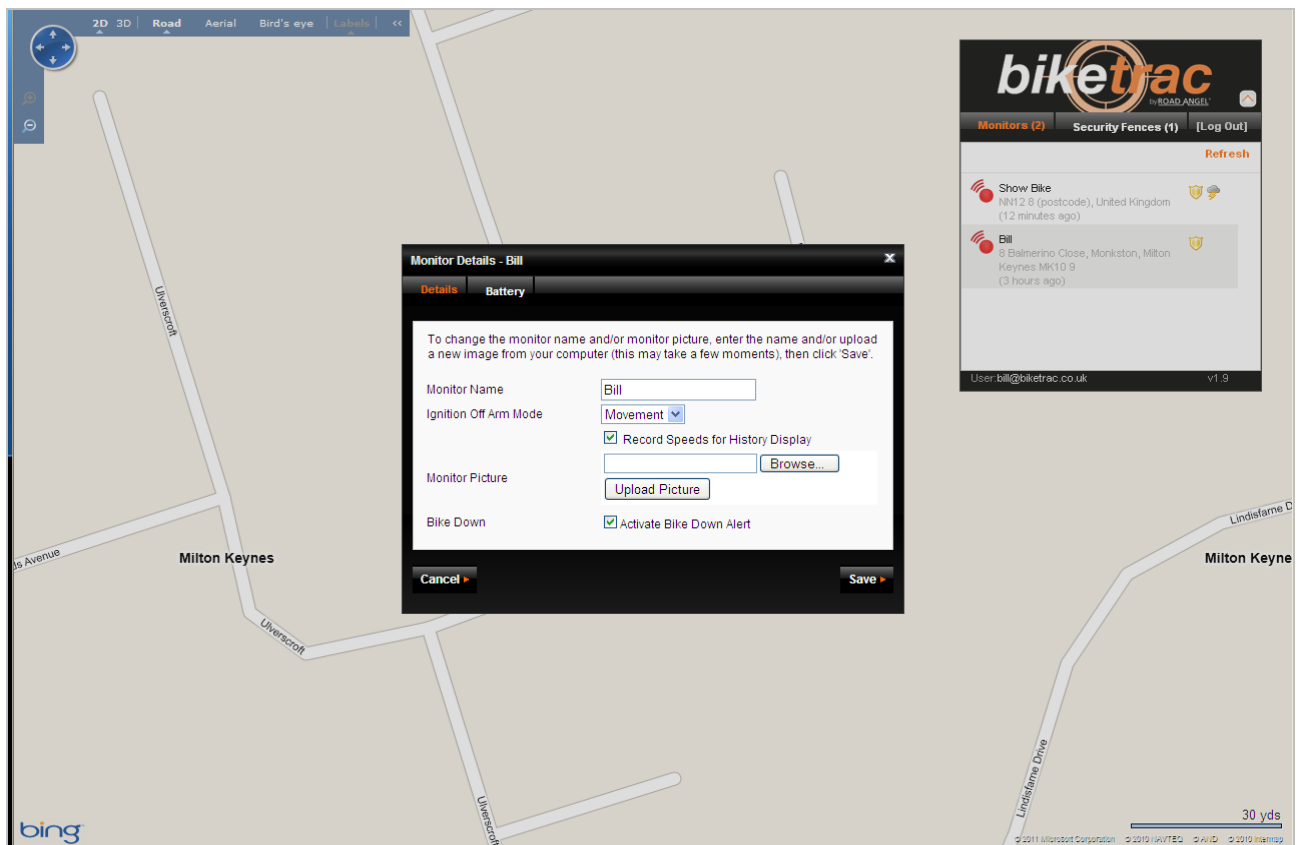
Updating your bike's details

The details of your bike (such as make, model and the picture shown on the map) can be edited by clicking on 'Edit Details' within the information box for your bike (hover over the icon of your bike to make this box pop-up). Number 9 on the Bike Trac portal overview (above) shows where the 'Edit Details' option is.

Once you have selected 'Edit Details', you will have options to change your bike's name, picture. Also how you wish Bike Trac to be triggered; Movement (Recommended) if the bike is moved continually for 15 seconds it will trigger the unit. Geo-Fence; sets up a 130 x 130 window around the bike's location, this means that you can move the bike with out the key in this area and not get an alert. Good GPS coverage is needed if Geo-fence is selected. Once the ignition is turned off, it will automatically set a geo-fence.

NOTE – Only use library fence if it is 2 wires install.

Here you can turn the speed monitoring on or off, and also select if you want your chosen contacts to receive Bike Down warnings.



Viewing your historic journeys

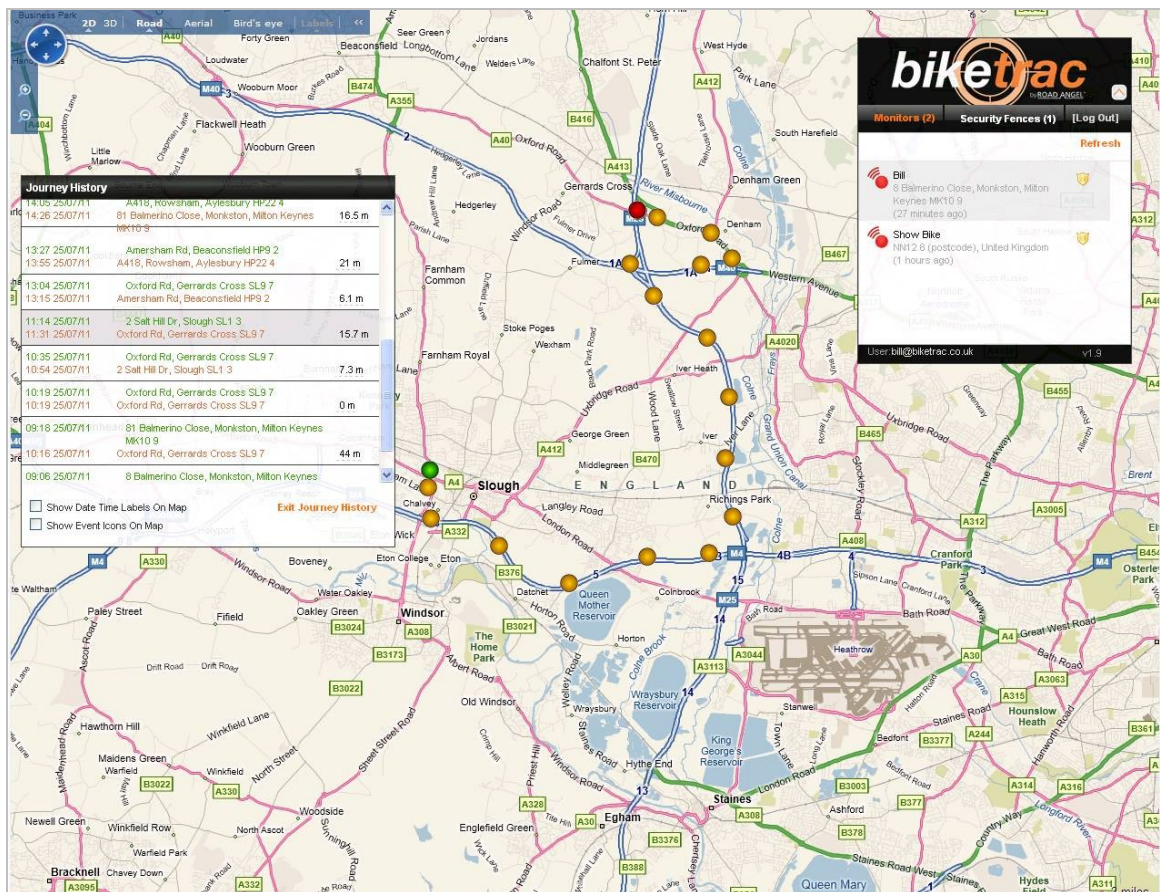
When you have deactivated Bike Trac and go for a ride, the system will continue to monitor your location at sixty second intervals, letting you review all your journeys when you get home. You can view breadcrumb trails of where you have been (dots representing each time your Bike Trac unit communicated with the Bike Trac computer servers - which is set to every 60 seconds), as well as mileage and speed information (please see figure 1.5). Please note that this will only work if you have used a 3-wire install (i.e. connected the ignition feed).

To access your journey information, click on 'View History' within the information box for your bike (number 10 on the Bike Trac portal overview above). Here you can select the dates of the journeys you want to search (the maximum period for any one search is five days). Make your selection and click OK. Figure 1.4 shows how journeys are displayed in 'map view' on the Bike Trac portal.

Please note that speed history can be turned off, and is data protected; meaning it can not be used by the authorities as evidence of your speed. Green dot shows the start of the journey – Red for the end and every 60 seconds in between is gold. If you hover over one of the gold dots, it will show you time – date – speed (if allowed) and mileage from the start of the journey.

Event on map tick box will show you where a specific event was raised i.e. a invalid fix or movement alert of geo-fence breach. Date time labels will just show time etc of each gold dot.

To select a specific route, click once between the lines and it will show you that route. A route is logged every time the ignition is turned on/off, hence some times you will see no miles travelled for the journey.

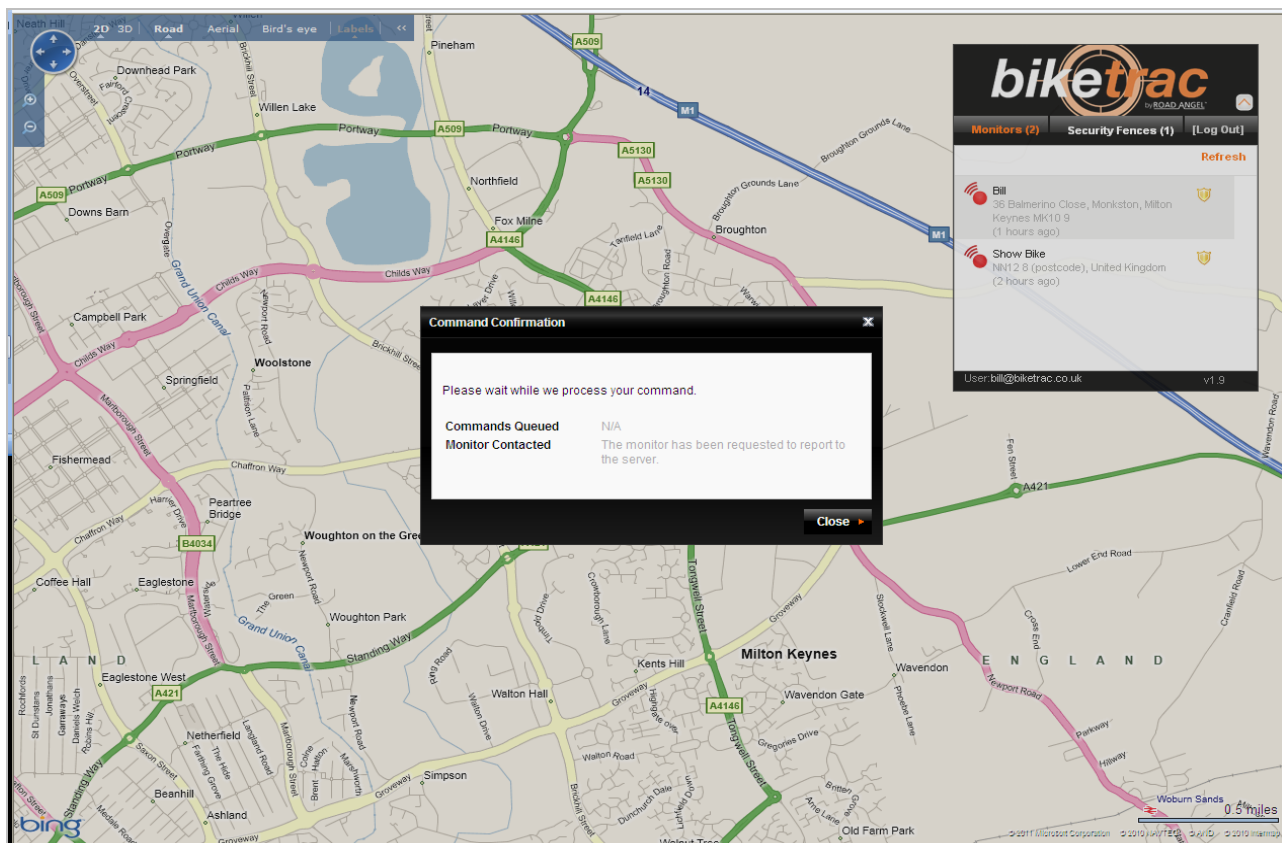


Using the 'where are you now' feature

When Bike Trac is set to 'armed', it updates its position once every 4 hours with the Bike Trac servers (unless of course the system is triggered or you go for a ride). If you have not used the bike and (hopefully) you have not received an alert message, you may wish to manually update its position and not wait until the next time it automatically updates. To do this, click on 'Where are you now?' within the information box for your bike (number 11 on the Bike Trac portal overview above).

This feature has been installed on the system to give you that extra peace of mind. Figure 1.5 shows how the 'where are you now' command confirmation is displayed. To remove the box and to continue using the portal, you will need to click close.

Please note that if the Bike Trac unit does not communicate with the servers for 24 hours, you will receive an alert asking you to check that it is functioning correctly. Which gives you peace of mind that if there is something wrong you will be informed before its too late.





Adding multiple bikes to your Bike Trac portal

Bike Trac allows you to have more than one Bike Trac unit on the same portal. This means that if you have more than one bike and you have Bike Trac units fitted to each, you can load them onto the same Bike Trac portal and view their locations and statuses on the same system.

To add multiple bikes to your Bike Trac portal, simply log-in to your Road Angel account at www.roadangelgroup.com, as you normally would if you were accessing your Bike Trac portal. As soon as you login you will be presented with your Road Angel customer account homepage.

On the left hand side click 'Register a new unit' and follow the prompts. This will guide you through the set-up process. Figure 1.6 shows a typical customer account homepage. Please note there is no limit to the number Bike Trac units you can have loaded onto your Bike Trac portal.

[Home](#)
[Products](#)
[Registration](#)
[Subscriptions](#)
[Where to Buy](#)
[Customer Support](#)
[News & Press](#)
[Tracking](#)

ACTIONS

[My account home](#)
[Manage account details](#)
[Manage subscriptions](#)
[Manage Direct Debits](#)
[Register a new unit](#)
[Buy online](#)
[Go to product support](#)
[Warranty Information](#)

MY ACCOUNT


Bill Taylor Biketractester7
bill@biketrac.co.uk

[Logout](#)

WELCOME BILL TAYLOR BIKETRACTESTER7 TO YOUR CUSTOMER SUPPORT PORTAL

Your Road Angel customer portal lets you manage every aspect of your Road Angel account from buying and registering new units, to updating subscriptions, to managing your Direct Debit details. It also gives you unrestricted access to the product support section and is designed to make it as easy as possible for you to be a Road Angel customer.

Your Road Angels ...



Serial Number:
80000059

Product Manuals:
[+ View](#)

Current Subscription:
BikeTrac 1 Year, 12/08/2013

[Edit Security Details](#)


☒ SOC Active

[Report Unit Stolen](#)
[Find Accessories](#)
[Update Subscriptions](#)

SEARCH

[Search](#)

SUBSCRIPTION



[Renew now](#)

TECHNICAL SUPPORT

To change your log in password – second tab down “Manage Account Details”, click edit details and you can change your password. Should you wish to change the email address that you log in with please contact the office – 01327 855586

Terms & Conditions

1. Recovery of a stolen bike

- 1.1. Please note that Bike Trac is a product designed to alert you by SMS text message and/or email if your bike is moving, when the system is 'armed'. Recovery of a stolen motorcycle (or other asset with Bike Trac fitted) is not currently part of the service provided. No liability will be accepted by Road Angel Group to recover a stolen or lost motorcycle or asset, nor will Road Angel Group be liable to reimburse the owner should their bike not be recovered, or if it is damaged.
- 1.2. Road Angel Group also takes no responsibility if your Bike Trac unit has been installed incorrectly, resulting in malfunctioning of the system and/or theft of a bike.
- 1.3. Subscribers must not attempt to recover a stolen motorbike (or any other asset fitted with Bike Trac). Subscribers must contact their local Police authority who will decide whether to utilise the Bike Trac system as part of their recovery and/or criminal investigation efforts.
- 1.4. If a bike is stolen and not recovered, Road Angel Group will not refund any pre-paid subscriptions. Direct Debits can be cancelled in accordance with section 8 of these terms and conditions. Subscriptions may be transferred to brand-new Bike Trac units, however not second hand units.

2. Terms and conditions of the Bike Trac services

- 2.1. These terms are considered by Road Angel Group to set out the whole agreement between it and the Subscriber in respect of goods and services concerning Bike Trac. Please read these terms before fitting and installing Bike Trac. By fitting and / or installing Bike Trac you agree to these terms and that they will bind you.
- 2.2. The Bike Trac service will become available to the subscriber no longer than 24 hours following successful installation of the hardware, successful registration of the product and the successful purchasing of relevant subscriptions with Road Angel Group – providing the procedures as set out in this manual are adhered to. Subject to these terms, Road Angel Group will use all reasonable measures to maintain the Bike Trac services to the subscriber for the subscription period.
- 2.3. The subscriber agrees to comply with all subscriber procedures provided to the subscriber in this document and through other communication by Road Angel Group.
- 2.4. Upon becoming aware or suspecting a bike has been stolen, the subscriber must immediately take the following actions:
 - a. Notify the police and advise them that the bike is fitted with a tracking device.
 - b. Log onto their Road Angel Customer Portal at www.roadangelgroup.com and change the status of their Bike Trac unit to stolen.
 - c. Please note you do not need to inform Road Angel Group that your bike has been stolen, as recovery of a stolen bike is not part of the Bike Trac service.
- 2.5. Regardless of the manner in which the subscriber becomes aware of the stolen bike, it remains the responsibility of the subscriber to inform the police and recover the bike. Due to the many factors outside of its controls, Road Angel Group does not guarantee that the Bike Trac system will lead to the location of the Subscriber's stolen bike.
- 2.6. If the Subscriber uses the Bike Trac system for any other purpose other than the location of the Subscriber's stolen vehicle and/or other than in accordance with these terms, Road Angel Group may be entitled to claim damages (where applicable) in accordance with the general rules of English law and will be entitled to terminate these terms.

- 2.7. The Bike Trac service is only provided for use within the United Kingdom. The service may operate abroad, however Road Angel Group makes no guarantees to its accuracy.
- 2.8. It is up to the customer to ensure their contact details are kept up to date on the Bike Trac system. Road Angel Group will take no responsibility and accept no liability should the Bike Trac system fail due to inaccurate Subscriber contact information on the Bike Trac system.
- 2.9. Bike Trac must be fitted by a professional automotive electrician with a Thatcham or manufacturers accreditation. Road Angel Group will not give any advice to Subscribers on how to fit the unit to their bike.

3. Subscriptions

- 3.1. All subscription charges and other payments under these terms must be paid in advance as set out on any order forms, online or in printing. There is a minimum of a 12 month subscription period, and must be paid for annually up-front. Subscriptions may be purchased up-front for one, two or three year periods. All subscriptions may be terminated at any time in accordance with clause 8 below.
- 3.2. Road Angel Group will endeavour to remind Subscribers when their subscriptions are about to expire, however no guarantees can be made that this will be the case. It is the responsibility of the Subscriber to ensure their subscription is up-to-date and valid.
- 3.3. The Subscriber accepts that their subscription to the Bike Trac service in no way mitigates their responsibility to ensure their bike is safe at all times, to obtain adequate insurance for the bike or to comply with the Subscriber procedures set out in this document.
- 3.4. It is always possible that, despite our best efforts, some of the goods and services we sell and supply may be incorrectly priced. If the correct price of our goods or services is higher than the stated price, we will normally, at our discretion, contact you before accepting your request, or reject your request and tell you. If the pricing error is obvious and unmistakable and could have reasonably been recognised by you as a mis-pricing, we do not have to provide any goods or services at the incorrect (lower) price.
- 3.5. If you do not agree to the variation of the subscription fees notified to you in accordance with 3.4 of these terms & conditions you may be able to return and/or cancel the service it relates to. Please see section 8 of these terms and conditions, 'Term and Termination'.
- 3.6. It is up to the Subscriber to ensure they have a valid subscription. If the Subscriber does not have a valid subscription then they will not receive any alerts such as stolen alerts or low battery level warnings. All historical journey data will also be lost if the subscription expires. Road Angel Group will not be held liable for any loss of data resulting from an expired or invalid subscription.

4. Equipment warranty

- 4.1. If the equipment becomes inoperative or develops faults due to defective components, workmanship or design within the warranty period, Road Angel Group or one of its agents upon the return of the faulty equipment to the original seller will (at its option) repair or replace the equipment free of charge. Road Angel Group shall have no such obligation if the equipment or installation has been tampered with, modified or repaired by persons other than approved Road Angel Group representatives, or has otherwise been subject to misuse, accident or fair wear and tear. As a consumer the Subscriber has certain rights under law regarding the return of defective goods and these terms shall not affect the Subscriber's rights under law. These terms apply to any repaired or replaced goods supplied to the Subscriber.

4.2. Bike Trac must be fitted by a professional automotive electrician with a Thatcham or manufacturers accreditation.

5. Limitation of liability

5.1. Road Angel Group shall not be liable under these terms for any loss or damage that was not caused by any breach on the part of Road Angel Group or its employees.

5.2. Road Angel Group shall not be liable for losses that result from its failure to comply with these terms including, but not limited to, losses that fall into the following categories: loss of income or revenue; loss of business; loss of anticipated savings; loss of data; or any waste of time. However, this 5.2 shall not prevent claims for foreseeable loss of, or damage to, your physical property.

5.3. Nothing in these terms shall affect the Subscriber's rights under law as a consumer or act to exclude or limit any liability which at law cannot be excluded or limited.

5.4. The total aggregate liability of Road Angel Group in connection with these terms whether for negligence or breach of contract or otherwise shall in no event exceed one hundred percent of the consideration received by Road Angel Group from the Subscriber.

5.5. It is up to the Subscriber to keep his/her username and password safe at all times.

5.6. Should any one or more of the provisions contained in these terms be declared invalid or unenforceable in any respect, the validity and enforceability of the remaining provisions contained in these terms shall not in any way be affected or implied.

6. Assignment

6.1. These terms specifically relate to the Subscriber and the vehicle the Bike Trac unit is fitted to. Unless Road Angel Group agrees otherwise, these terms may not be transferred to any third party, unless that third party has agreed separately to these terms and conditions occurring from the transfer of ownership of the Bike Trac product.

7. Suspension of Bike Trac services

7.1. Road Angel Group may, at its sole discretion and without liability, at any time suspend the Bike Trac services (in whole or in part) if a technical failure affects the provision of the same, or if any modification or maintenance is being carried out to the Network, or if changes to the Bike Trac services are required for any reason, or if the Network operator ceases to trade.

7.2. Neither Road Angel Group nor the Subscriber shall be liable for any delay in performing or any failure to perform any of its obligations under these terms caused by events beyond their control, including but not limited to, act of God, insurrection or civil disorder, civil disobedience, war or military operations, national or local emergency, acts or omissions of government, highway, regulatory or other competent authority, unofficial or otherwise unlawful industrial action of any kind, fire, or severe weather. The functioning of the RF and/or GPS/GSM networks are matters beyond Road Angel Group's reasonable control.

8. Term and Termination

8.1. Either Road Angel Group or the Subscriber shall be entitled to terminate the Bike Trac services in the event that the Subscriber or Road Angel Group is in serious or persistent breach of these terms and

(where capable of remedy) such breach has not been remedied within 30 days of a notice requiring remedy.

- 8.2. Road Angel Group may change or add to these terms by notifying the Subscriber in writing. Road Angel Group will give the subscriber at least one month's notice of any changes. The Subscriber may within one month after the service of such notice give one months notice in writing terminating these terms if the Subscriber reasonably considers that they have been disadvantaged by the change.
- 8.3. Road Angel Group shall be entitled to terminate the Bike Trac services and the subscription period upon the termination of the Subscribers ownership of the vehicle. Any subscription fees paid up-front are non-refundable.
- 8.4. Termination shall be without prejudice to the accrued rights of the parties as at the date of termination. If the Subscriber wishes to terminate these terms the Subscriber must notify Road Angel Group in writing in accordance with clause 9.
- 8.5. If the subscriber should sell or otherwise cease to be the owner of the Bike Trac unit, they must notify Road Angel Group immediately that there has been a change of ownership.

9. General

- 9.1. Any notice required or permitted to be given by either party to the other under these terms shall be in writing addressed to the other party at the contact address specified when the Subscriber first registered their Bike Trac product with Road Angel Group, or alternate address communicated by either party to the other in writing after registration. If a communication is sent by e-mail it shall be deemed to have arrived 12 hours after transmission, if sent by post 3 working days after posting and if sent by facsimile 12 hours after transmission. If such notice is delivered personally or by courier to the address it shall be deemed to have been received with immediate effect upon delivery.
- 9.2. These terms are governed by the relevant United Kingdom laws and are subject to the jurisdiction of the relevant courts of the United Kingdom.

10. Data Protection

- 10.1. The Subscriber is giving their information to Road Angel Group, a privately owned UK company.
- 10.2. If the Subscriber contacts Road Angel Group electronically, Road Angel Group may collect the Subscribers electronic identifier such as Internet Protocol (IP) address or telephone number supplied by the Subscribers service provider.
- 10.3. Road Angel Group will use the Subscribers information to manage their Road Angel Group product and account, and will not disclose the Subscribers information to any external parties, without their prior consent. Road Angel Group may monitor telephone calls in order to improve service levels and to prevent and detect fraud.
- 10.4. Road Angel Group would like to keep Subscribers informed by letter, phone and electronic means (including email and mobile messaging) about products, services and additional benefits that Road Angel Group believes may be of interest to the Subscriber. If the Subscriber does not want this, then they must tell Road Angel Group the next time the Subscriber contacts the company.
- 10.5. If the subscriber wants a copy of the information Road Angel Group holds about them, they must contact Road Angel Group in writing at: Data Protection Officer, Road Angel Group, Clark House, Silverstone Technology Park, Silverstone Circuit, Northants, NN12 8GX.